Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1.    (Currently Amended) A computer-implemented method for obtaining information contained in multiple knowledge bases, the method comprising:

receiving a request for information from an application system;

using the request to create a first search query;

using the first search query to obtain a first search result that includes information contained in a first knowledge base;

creating a second search query based on using the first search result to automatically create a second search query, the second search query being different than the first search query; [[and]]

using the second search query to obtain a second search result that includes information contained in a second knowledge base;

bundling the first search result and the second search result into a results package;

formatting the results package in a format that is appropriate for use by the application system; and

providing the formatted results package to the application system.


2.    (Canceled)


3.    (Currently Amended) The computer-implemented method of claim [[2]]1, wherein the method further comprises processing the first and second search results.

4.      (Original) The computer-implemented method of claim 3, wherein processing the first and second search results includes:

using the first search result to obtain additional information from the first knowledge base; and

sending the additional information obtained from the first knowledge base back to the application system.

5.      (Original) The computer-implemented method of claim 3, wherein processing the first and second search results includes filtering the first and second search results according to a set of predefined filtering rules.

6.      (Original) The computer-implemented method of claim 3, wherein processing the first and second search results includes classifying the first and second search results according to a set of predefined classification rules.

7.      (Currently Amended) The computer-implemented method of claim 1, wherein creating the second search query based on using the first search result to automatically create a second search query includes using the first search result along with a set of predefined search rules to automatically create the second search query.

8.      (Currently Amended) The computer-implemented method of claim 1, wherein creating the second search query based on using the first search result to automatically create a second search query includes:

extracting information from the first search result; and

including the extracted information within the second search query.

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9.     (Original) The computer-implemented method of claim 1, wherein:

using the first search query to obtain a first search result includes obtaining the first search result directly from the first knowledge base; and

using the second search query to obtain a second search result includes obtaining the second search result directly from the second knowledge base.

10.    (Original) The computer-implemented method of claim 1, wherein:

using the first search query to obtain a first search result includes obtaining the first search result from a first search engine; and

using the second search query to obtain a second search result includes obtaining the second search result from a second search engine.

11.    (Original) The computer-implemented method of claim 1, wherein the application system includes a call-center application.

12.    (Currently Amended) A computer system for obtaining information contained in multiple knowledge bases, the computer system being programmed to:

receive a request for information from an application system;

use the request to create a first search query;

use the first search query to obtain a first search result that includes information contained in a first knowledge base;

create a second search query based on [[use]] the first search result ~~to automatically create a second search query~~, the second search query being different than the first search query; [[and]]

use the second search query to obtain a second search result that includes information contained in a second knowledge base;

bundle the first search result and the second search result into a results package;

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format the results package in a format that is appropriate for use by the application system; and

provide the formatted results package to the application system.


13.    (Currently Amended) A computer-readable medium having computer-executable instructions contained therein for performing a method, the method comprising:

receiving a request for information from an application system;

using the request to create a first search query;

using the first search query to obtain a first search result that includes information contained in a first knowledge base;

creating a second search query based on ~~using~~ the first search result ~~to automatically create a second search query~~, the second search query being different than the first search query; [[and]]

using the second search query to obtain a second search result that includes information contained in a second knowledge base;

bundling the first search result and the second search result into a results package;

formatting the results package in a format that is appropriate for use by the application system; and

providing the formatted results package to the application system.